



**Trouble Accessing your Account?**

1.1. Forgot your Password – Click the link ‘Trouble Accessing your Account?’ and follow the prompts

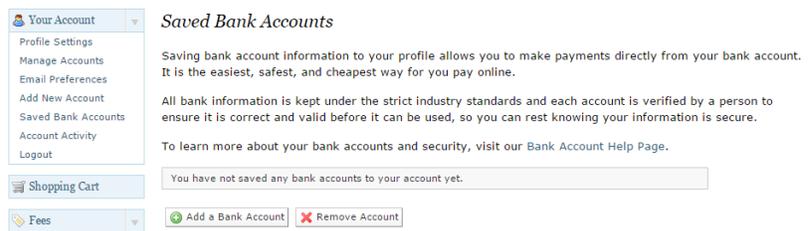
1.2. Your email has changed?

1.2.1. If you think you still have access to the former email address, contact [Support@CashlessSchools.com](mailto:Support@CashlessSchools.com) and we can retrieve the original address for you

1.2.2. If you do not have access to the former email, contact [Support@CashlessSchools.com](mailto:Support@CashlessSchools.com) requesting that your email be reset for the account holder name, provide the new email address and a phone number where we can contact you during the day

**2. Withdraw funds electronically;** banking information is required to return funds.

2.1. No Personal Bank Account information available on the Cashless account?



- 2.1.1. Choose Saved Bank Accounts link from the left hand panel of options
- 2.1.2. Choose Add a Bank Account
- 2.1.3. Choose Print Authorization Form ..... [Print Authorization Form](#)
- 2.1.4. Print the Pre-Authorized Debit (PAD) Agreement
- 2.1.5. Sign the agreement; attach a copy of a void cheque to the bottom of the form
- 2.1.6. No Cheques? Ask your bank for an account confirmation letter
- 2.1.7. Scan and email to [Support@CashlessSchools.com](mailto:Support@CashlessSchools.com) (or Fax to 1.888.729.3331)
- 2.1.8. You will receive a confirmation email when setup is complete
- 2.1.9. Jump to Withdraw (on the left hand panel of options of the CashlessSchools Welcome screen)

For additional clarification/questions contact [Support@CashlessSchools.com](mailto:Support@CashlessSchools.com)

Thank you for using CashlessSchools as your on-line payment provider at Island View School

**3. Banking info already set up?**

3.1. Jump to 'Withdraw' on your Cashless Account on the left hand panel of options of your Welcome Screen

*Cashless Account Withdraw*

You can withdraw money from your Cashless Account right to a saved bank account securely and easily.

Available Funds: \$25.00  
Deposit to: Bettina Bailey (xxxxx-xxx-xxxxx678) ▾  
Amount: \$ 25.00

3.2. Enter the total amount of Available Funds in the Amount: \$ field

3.3. Click Continue

3.4. You are presented with a confirmation of funds withdrawn

*Cashless Account Withdraw Confirmation*

Below is a summary of the withdraw you are about to make. Confirm all the details are accurate and click Confirm Withdraw to finalize the transaction.

Depositing To: Bettina Bailey (xxxxx-xxx-xxxxx6789)  
Amount To Deposit: \$25.00

3.5. The total funds withdrawn will be deposited to the banking information on file in your CashlessSchools account.

**4. Remove personal banking information** once the withdraw transaction is complete

4.1. Choose Saved Bank Accounts link from the left hand panel of options

4.2. Choose  and

The bank account: **Bettina Bailey** (xxxxx-xxx-xxxxx6789) has been removed successfully. It is no longer available to make payments.